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# NASA Policy Directive

**NPD 1460.1**Effective Date: October 08, 2010  
Expiration Date: October 08, 2015**COMPLIANCE IS MANDATORY**[Printable Format \(PDF\)](#)

Request Notification of Change

 (NASA Only)**Subject: Agency Mail Management Program****Responsible Office: Logistics Management Division****1. POLICY**

It is NASA policy to establish a mail management program for efficient, effective, and economical management of internal, incoming, and outgoing mail to ensure that the established mail communications system supports NASA's official mail requirements.

**2. APPLICABILITY**

This NASA Policy Directive (NPD) applies to NASA Headquarters and NASA Centers, including Component Facilities and Technical and Service Support Centers, as well as onsite contractors using the NASA mail system and offsite contractors as specified in their contracts.

**3. AUTHORITY**

- a. National Aeronautics and Space Act of 1958, as amended, 42 U.S.C. § 2473(c)(1).
- b. Mail Management, 41 C.F.R. Parts 102-192.

**4. APPLICABLE DOCUMENTS**

Postal Service, 39 U.S.C. §§ 401 et seq. and §§ 601 et seq.

**5. RESPONSIBILITY**

- a. The Director of Logistics Management Division shall:

- (1) Serve as the senior official and primary coordinator in the implementation and approval of NASA policies, procedural requirements, standards, and program-level performance measures for the Agency Mail Management Program.

- (2) Designate an Agency Mail Officer responsible for establishing an Agency Mail Management Program.

- b. The Agency Mail Officer shall:

- (1) Develop, recommend, and maintain current NASA policies and procedural functions for the Agency Mail

Management Program and provide technical direction to NASA Centers to achieve Agency-wide compliance.

(2) Develop and maintain a system of postal accountability of costs incurred by NASA for official mail services.

(3) Promote Agency awareness and compliance with mail management standards set forth by the United States Postal Service (USPS), per 39 U.S.C. §§ 401 et seq. and §§ 601 et seq., in the Domestic Mail Manual, the International Mail Manual, and the Postal Bulletin, as well as the General Services Administration's (GSA) standards and guidelines.

(4) Evaluate mail operations throughout NASA and provide guidance and assistance to ensure that mail operations comply with Agency policies and requirements, USPS regulations, and GSA reporting requirements.

(5) Identify training opportunities for Center Mail Managers to increase their knowledge and skills in mail management.

(6) Serve as the Agency liaison and technical expert to identify and promote Agency mail management best practices and support communication among NASA Centers, GSA, the USPS, and other Government agencies regarding Agency mail matters.

(7) Submit an annual mail report to GSA as required.

c. Center Directors shall appoint a Center Mail Manager to be responsible for ensuring that Center mail management activities comply with applicable laws, regulations, and Agency policies and requirements.

d. Center Mail Managers shall:

(1) Ensure daily cost accountability for commercial meter processing of mail.

(2) Conduct customer surveys, at a minimum of once per year, and submit results to the Agency Mail Officer annually by October 31.

(3) Conduct periodic reviews of their Center's mail operations to identify needed process improvements regarding cost and mail processing efficiencies.

(4) Monitor mail and distribution operations of the service support contractors, as specified in their contract, where applicable.

(5) Perform as liaison between NASA mail operations and local USPS officials on matters concerning mail and distribution operations.

(6) Plan, implement, and maintain an efficient and cost-effective mail distribution system, including establishing a Center-level mail management policy.

(7) Ensure that mail operations have a security procedure for handling suspicious mail and evacuation procedures.

(8) Refer to the GSA and USPS Web sites for specific and updated information concerning Federal mail management policies and procedures.

(9) Submit required postal accountability reports quarterly to the Agency Mail Officer.

(10) Ensure compliance with mail management regulations, policies, procedures, and practices.

(11) Follow Center policies and procedures for the handling and delivery of classified national security information.

e. Center Transportation Managers and Center Printing Managers shall:

(1) Track costs of outgoing items that meet the USPS definition of mail, but that are not metered in the mail center.

(2) Submit annual reports to the Agency Mail Officer upon request.

## 6. DELEGATION OF AUTHORITY

None.

## 7. MEASUREMENT/VERIFICATION

In assessing whether NASA is in compliance with current regulations, the Agency Mail Officer shall:

- a. Evaluate and maintain data on NASA postal expenditure accountability reports submitted to GSA.
- b. Evaluate mail service effectiveness through annual customer satisfaction surveys.

## 8. CANCELLATION

None.

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**/s/ Charles F. Bolden, Jr.**  
**Administrator**

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## ATTACHMENT A: (TEXT)

Attachment A: References

- a. NPD 1450.12, Handling Correspondence and Information from the Executive Office of the President.
- b. NPR 1450.4, Handling Congressional Correspondence and Information Concerning Congressional Activities.
- c. NPR 1450.10, NASA Correspondence Management and Communications Standards and Style.
- d. NPR 1620.3, Physical Security Requirements for NASA Facilities and Property.
- e. Classified National Security Information, 32 C.F.R. Part 2001.
- f. GSA, Mail Communications Policy Office, Mail Center Security Guide.
- g. USPS, Domestic and International Mail Manuals, available from the USPS or USPS Web site.  
(URL for Graphic)  
None.

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